

# CORRECTED

## LOS ANGELES COUNTY DEPARTMENT OF MENTAL HEALTH – PLANNING DIVISION CULTURAL COMPETENCY COMMITTEE MEETING

**Date:** August 10, 2011

**Present:** Lupe Ayala, Haydeh Fakhrabadi, Meri Ghazaryan, Keren Goldberg, Kia Hayes, Naga Kasarabada, Ann Lee, Gladys Lee, Charlotte Lujan, Tomas Martinez, Sarita McGowan, Anna Perne, Sandra Chang-Ptasinski, Ruby Quintana, Lisha Singleton, Kimberly Spears, Rob Ulrich, Leticia Ximenez

**Absent:** Veronica Aguilar, Ilda Aharonian, Anahid Assatourian, Staci Atkins, Kelli Blanchfield, Ana Beltran Bortolussi, Alysa Bray, Marlyn Campbell, Norma Cano, Leah Carroll, Sophia Chan, Josh Cornell, Susan Crimin, Claudia Fierro, Janet Fleishman, Kimberly Floyd, Sylvia Guerrero, Diane Guillory, Adrienne Hament, Lisa Harvey, Monika Johnson, Martin Jones, Rose Lopez, Alex Medina, Kumar Menon, Seth Meyers, Emilia Ramos, James Randall, Jaime Renteria, Michelle Rittel, Kimber Salvaggio, Krista Scholton, John Sheehe, Karen Sprague, Melody Taylor, Albert Thompson, Kari Thompson, Matthew Wells, Patricia Lopez-White, Jessica Wilkins, Sunny Yu

Agenda Items	Comments/Discussion/Recommendations/Conclusions
Welcome & Introductions	Attendee introductions
Review of Minutes	July 13, 2011 minutes reviewed, approved and seconded with correction.
CCC Action	<u>ESM Update</u> <ul style="list-style-type: none"><li>Gladys Lee reported that the Cultural Competency Unit just presented the Cultural Competency Plan (CCP) to the System Leadership Team (SLT) meeting with some priority recommendations. One of the feedbacks that they received was in regards to data. The Department needs to focus on doing a better job capturing the subgroups in the AAA, API UREP, and White populations and figure out how to capture diversity. As the first step in improving this data, a suggestion was made to focus on Client Face Sheets. Gladys wanted to get input and suggestions from the CCC members and find out what they thought of the face sheet form since all client charts include them. Kimberly Spears thought that clients fill out the forms to the best of their knowledge and whatever they do not understand gets reviewed with their case manager or therapist. Another feedback made was that there are</li></ul>

some people who are bi-racial or multi-racial and they do not fit in a certain number or code. In a circumstance like this, the client should mark "Other" or "Bi-racial." Naga Kasarabada suggested going to Vandana Joshi's team to find out which data fields are consistently the ones that are missing data on the face sheet. This way, they will know which providers are providing good data.

- As a follow up to the CCP results, one of the topics for discussion was the CBMCS. The District Chiefs want to know more about this training so it will be presented at the District Chief's meeting. Gladys also spoke with Angelita Diaz-Akahori who suggested that we need to do a need's assessment first. They are planning to form small groups to look at the different modules and see how they can adapt it since one of the challenges for DMH is staff time and release to attend this 4 day training.
- Gladys invited the CCC members to join the Southern California Cultural Competence Summit on November 2-3 at the Ontario Convention Center. 7 members indicated interest in attending. DMH has approved 30 slots for the Summit.

#### Bilingual Bonus Policy # 602.01 Review

- As you may recall from last month's meeting, a suggestion was made to make recommendations to include a section on how to better utilize staff that are on the bilingual bonus. Members reviewed and discussed the Bilingual Bonus and Language Interpreters Policies. Haydeh Fakhrabadi suggested looking at the definition for the Bilingual Bonus Policy Section 2.1. She questioned about how they measure the knowledge and sensitivity towards the culture. Naga suggested having a list of the 13 threshold languages and a list of our current language interpreters of the Department who are available and posting it on the Intranet. Rob Ulrich, from the Compliance Program Audit Services Bureau, notified the team that in order to change or formalize the policy, you must first have an executive sponsor. Then you will need to establish a strategy and know exactly what your objective is, which will become your purpose statement. Once drafted, you can send it to his office and they will revise it and make it as functionally perfect as possible.

#### CCC Retreat & Potluck

- Kia Hayes informed the CCC members that we will be having a retreat for our meeting in October. At this retreat, we are planning to have a potluck along with a discussion. Sandra Chang-Ptasinski informed the team that some of the goals that we would like to accomplish at the retreat include
  - Operationalizing our vision as a committee with our objectives
  - CCC membership
  - Formalizing work groups and revisiting the State recommendations for the CCC.Haydeh suggested that at this retreat, each committee member should bring 10 facts that

	<p>they know about their cultural background to share so there is cultural learning during the retreat. Kimberly suggested that when a CCC member attends any CC related trainings he/she talks to the CCC about the CC content of such training. Keren Goldberg suggested that we should have our next month's CCC meeting in September at the 17<sup>th</sup> Annual Latino Behavioral Conference since it falls on the same day.</p> <p><u>Spirituality Tool Kit</u></p> <ul style="list-style-type: none"> <li>Keren presented the Spirituality Tool Kit. She wanted everyone to have an opportunity to give their feedback and how it relates to cultural sensitivity, whether or not it adequately includes the ideas of various different cultures. She thought that people's spirituality or faith is essential to really understand the person that you are attempting to give services to. Therefore, she asked members to review the tool kit and give their feedback.</li> </ul> <p><u>CCC Minutes on Trainings</u></p> <ul style="list-style-type: none"> <li>Ruby reported to the team that she reviewed the CCC minutes for 2009 and 2010 to identify training related content. She looked at 3 topics of training including development, selection, and evaluation. While reviewing the minutes, she found that the team had discussed the different types of trainings offered and how to measure cultural competency for the trainings. They had also discussed having clients evaluate their clinicians and ask specific questions so that they feel they were treated with cultural sensitivity. She looked at how the Committee wants to evaluate the trainings and how to collaborate with the Training Division. She noticed the committee had talked about these topics regularly but without a set structure. Sandra said for this reason, CC-related trainings is one of the CCC workgroups that needs to be established. The workgroup sign-in sheet was passed around for members to sign-up to work on CCC objectives according to their interest.</li> </ul> <p><u>Language Report 2<sup>nd</sup> Quarter</u></p> <ul style="list-style-type: none"> <li>Naga presented the language report for the ACCESS Center, which is turned in to the State on a quarterly basis. Throughout the year, they report how many languages that ACCESS provided requests for. In addition, they have a new vendor called Open Communications International, which did not provide good quality services since they came across many issues. For instance, callers were placed on hold for a long time or there were a lot of background noises during the call. However, for the last 6 months all problems were addressed and resolved.</li> </ul>
<b>CC Trainings</b>	<b>Listed on Agenda</b>
<b>Next Meeting</b>	<ul style="list-style-type: none"> <li>Wednesday, September 14, 2011, 1:30 pm to 3:30 pm 695 S. Vermont Ave., 15<sup>th</sup> Floor Glass Conference Room</li> </ul>

Respectfully Submitted,

*Sandra Chang-Harmonika, Ph.D.*